



## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov



Bib Data Sheet

|  |   |                               |   |   |                                |
|--|---|-------------------------------|---|---|--------------------------------|
| <b>SERIAL NUMBER</b><br>09/547,627   | <b>FILING DATE</b><br>04/12/2000<br><b>RULE</b> _   | <b>CLASS</b><br>379           | <b>GROUP ART UNIT</b><br>2743   | <b>ATTORNEY DOCKET NO.</b><br>066416.0103 |                                |
| <b>APPLICANTS</b><br>Daniel H. Duncan, Austin, TX ;<br>Alexander N. Svoronos, Austin, TX ;<br>Thomas J. Miller, Westfield, NJ ;  |   |                               |   |   |                                |
| <b>** CONTINUING DATA *****</b>  |   |                               |   |   |                                |
| <b>** FOREIGN APPLICATIONS *****</b>   |   |                               |   |   |                                |
| <b>IF REQUIRED, FOREIGN FILING LICENSE</b><br><b>GRANTED ** 07/06/2000</b>   |   |                               | <b>** SMALL ENTITY **</b>   |   |                                |
| Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no<br>35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance |   | <b>STATE OR COUNTRY</b><br>TX | <b>SHEETS DRAWING</b><br>2  | <b>TOTAL CLAIMS</b><br>50                 | <b>INDEPENDENT CLAIMS</b><br>5 |
| Verified and Acknowledged<br>Examiner's Signature _____ Initials _____   |   |                               |   |   |                                |
| <b>ADDRESS</b><br><i>see change of address</i><br>Robert W Holland<br>Baker Botts LLP<br>2001 Ross Avenue<br>Dallas, TX 75201-2980   |   |                               |   |   |                                |
| <b>TITLE</b><br>Method and system for scheduling inbound inquiries   |   |                               |   |   |                                |
| <b>FILING FEE RECEIVED</b><br>758  | FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following: |                               | <input type="checkbox"/> All Fees<br><input type="checkbox"/> 1.16 Fees ( Filing )<br><input type="checkbox"/> 1.17 Fees ( Processing Ext. of time )<br><input type="checkbox"/> 1.18 Fees ( Issue )<br><input type="checkbox"/> Other _____<br><input type="checkbox"/> Credit |   |                                |



## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

Bib Data Sheet

CONFIRMATION NO. 5455

|                             |                                       |              |                        |                                       |
|-----------------------------|---------------------------------------|--------------|------------------------|---------------------------------------|
| SERIAL NUMBER<br>09/547,627 | FILING DATE<br>04/12/2000<br><br>RULE | CLASS<br>379 | GROUP ART UNIT<br>2642 | ATTORNEY<br>DOCKET NO.<br>066416.0103 |
|-----------------------------|---------------------------------------|--------------|------------------------|---------------------------------------|

## APPLICANTS

Daniel N. Duncan, Austin, TX;

Alexander N. Svoronos, Austin, TX;

Thomas J. Miller, Westfield, NJ;

\* CONTINUING DATA \*\*\*\*\*

\* FOREIGN APPLICATIONS \*\*\*\*\*

IF REQUIRED, FOREIGN FILING LICENSE GRANTED \*\* SMALL ENTITY \*\*

\*\* 7/06/2000

|   |                              |                        |                       |                            |
|---|------------------------------|------------------------|-----------------------|----------------------------|
| Foreign Priority claimed<br><input type="checkbox"/> yes <input checked="" type="checkbox"/> no   | STATE OR<br>COUNTRY<br>TX    | SHEETS<br>DRAWING<br>2 | TOTAL<br>CLAIMS<br>50 | INDEPENDENT<br>CLAIMS<br>5 |
| 35 USC 119 (a-d) conditions<br>met<br><input type="checkbox"/> yes <input checked="" type="checkbox"/> no<br>Allowance <input type="checkbox"/> Met after | Verified and<br>Acknowledged | Examiner's Signature   | Initials              |                            |

## ADDRESS

33438

HAMILTON &amp; TERRILE, LLP

P.O. BOX 203518

AUSTIN, TX

78720

## TITLE

Method and system for scheduling inbound inquiries

|                                   |   |   |
|-----------------------------------|---|---|
| FILING FEE<br><br>RECEIVED<br>878 | FEES: Authority has been given in Paper<br>No. _____ to charge/credit DEPOSIT ACCOUNT<br>No. _____ for following: | <input type="checkbox"/> All Fees<br><input type="checkbox"/> 1.16 Fees ( Filing )<br><input type="checkbox"/> 1.17 Fees ( Processing Ext. of<br>time )<br><input type="checkbox"/> 1.18 Fees ( Issue ) |
|-----------------------------------|---|---|